

# United Arab Emirates Jobs Expertini®

**Sales And Service Officer, Abu Dhabi, Dubai, Sharjah, East Cost**

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Company: Sharjah Islamic Bank

Location: sharjah

Category: other-general

Careers for a Changing World of Islamic Banking.Sales And Service Officer Posted On 14 Jun, 2023 Type Permanent Job Category Retail BankingJOB PURPOSE:To establish, maintain and develop relationships with SIB customers through timely and effective responses to customer queries. Utilise all opportunities to cross sell additional products and services by being aware of customer requirements and ensuring they are continually met. KEY ACCOUNTABILITIES:To provide bank customer's financial services which exceed the customer's expectations by delivering competent, timely and problem free services.To improve service level at the branch. Take ownership of customer complaint resolution.Contact customers through telephone and visits to cross-sell banks products and to obtain leads and references for fresh acquisition.Identifies and establishes new relationships, consistent with the Bank's retail objectives, so that SIB market share is maximized.Achieves and maintains monthly and yearly sales targets, follow up achievements and take corrective action whenever needed to keep sales targets achievements within track.Maintains ongoing dialogue with customers to ensure that they are aware of all SIB products/services relevant to their situation. KEY SKILLS: Strong interpersonal skills and communicationTeam leadership skillsGood knowledge and understanding of banking rules, regulations and compliance requirements.Knowledge of banking operations and control procedures.Sound knowledge of Islamic Banking principlesMinimum years of experience : 2-5 years' experience within banking industry in the Retail – Branches domain handling Customer Service Role.Should have intensive banking knowledge, leadership skills and proven financial performance records.Fields: Retail Banking / Branches.Language Skills:Strong in both

oral and written : English and Arabic.Sharjah Islamic Bank (SIB) started servicing the society in 1975; providing banking services to individuals and companies. An Amiri decree; released by His Highness Dr. Sheikh Sultan Bin Mohamed Al Qassimi the member of the Supreme Council & Ruler of Sharjah, was issued to launch & green-light the bank expedition. The bank was originally founded as National Bank of Sharjah and was suited the first bank to convert to Islamic Banking in 2002.The revolutionizing from commercial banking to Islamic banking was a significant twist for the bank. Not only were specialized products & services modulated for customers, the banks entire organization was converted to be conventional to Islamic regulations. Now, SIB offers customers a broad range of Sharia'a compliant retail, corporate & investment services through the extensive UAE networks.

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